



Job Description

Directorate	Place
Service	Licensing

Post details	
Job title	Licensing Officer
Grade	Career Grade 4-6
Location of work	1 Time Square, Warrington
Directly responsible to	Licensing Manager
Directly responsible for	N/A
Hours of duty	37 hours per week
Primary purpose and scope of the job To ensure that the responsibilities of the Licensing Authority are effectively discharged and support all aspects of the licensing function. This is a position which benefits from a Career Grade and the starting grade will be dependent on experience.	
Working Relationships The post will be required to work with all colleagues within the service and other departments, elected members, designated responsible authorities, external partners and members of the public.	

Key Tasks and Responsibilities
1. The postholder must carry out the duties with full regard to the Council's Corporate Plan, the Corporate Equality and Diversity Policy and Health and Safety Policy.
2. To ensure that all licensing applications are duly made containing the necessary information and to determine them within the prescribed timescales.
3. To provide a high level of customer care, assisting applicants in submitting applications, payments and in complying with the terms and conditions of their licence/consent.
4. To ensure that applicants are fit and proper to hold a licence in accordance with legislation and appropriate guidance and policies.
5. To prepare reports for and to give evidence at Licensing Sub Committees and to assist in the preparation of reports for Licensing Committee.
6. To assist in the scheduling of appropriate sub committees for hearings and reviews.
7. To assist in the preparation of annual invoices and receipting of income and reconciliation of accounts.
8. To compile and run performance reports and to keep and maintain appropriate records.
9. To exchange complicated, sensitive and contentious information and to ensure the correct storage and governance of such information.
10. To carry out duties with due regard to confidentiality and data protection regulations.
11. To assist with the preparation and regular review of policies, procedures and work instructions.
12. To help to build effective partnerships and to participate in the development related plans and policies.
13. To contribute to project work in support of the corporate objectives, including campaigns and operations to promote compliance in licensed premises.
14. To provide specialist knowledge on licensing legislation, associated guidance, and procedures.
15. To manage stock and supplies ensuring that the necessary goods are readily available and appropriate for use.

16. To liaise with the vehicle inspection centre regarding the testing of vehicles, ensuring that the driver and vehicle are operating within the terms and conditions of their licence.
17. To represent the Council at meetings and to assist in the planning and delivering of corporate campaigns and events.
18. To assess and refer complaints for referral to the Compliance team and note within the software by identifying any relevant contraventions of conditions.
19. To carry out targeted administrative compliance checks
20. To provide flexible cover across all licensing functionalities as required due to operational/business needs.
21. To exchange complicated, sensitive and contentious information and to ensure the correct storage and governance of such information.
22. To carry out duties with due regard to confidentiality and data protection regulations.
23 To ascertain referral of convictions declared by referring to the appropriate legislation and preparing a status notice, to the licensing manager or senior licensing officer for determination and action.
24 To undertake such additional duties as are reasonably commensurate with the level of this post.

Grade 4 – Progression Criteria
1. The post holder will be responsible for providing a high level of customer care and for responding to routine enquiries from customers.
2. The post holder will process routine applications such as Taxi Licensing, some aspects of Gambling, Licensing Act 2003 and Miscellaneous licensing as directed by senior colleagues.
3. The post holder will provide basic advice and guidance to customers under direction.
4. The post holder will be responsible for the maintenance of records and for ensuring data protection and confidentiality as directed.
5. The post holder will assist in the management of goods and stock and ensure that stock levels are maintained.
6. The post holder will manage and maintain numerous data spreadsheets.

7. The post holder will assist with the receipt of income and operational recording of all payments within the licensing software.
8. The post holder will actively and effectively support licensing telephone lines and email boxes
9. The post holder will be able to provide flexible cover across the service.
10. The post holder will be able to download multiple compliance reports and manage returns to outside agencies.
11. The post holder will be able to adjudicate Taxi knowledge tests and mark papers ready for cross marking with senior colleagues.
12. The post holder will support senior officers at communication tests.
13. The post holder will assist colleagues and work primarily work under supervision.

Grade 5 – Progression Criteria
1. The post holder will be able to provide routine advice and guidance to customers acting with a degree of independence. They will have developed relevant experience and knowledge of all licensing legislation and be able to apply it from first principles.
2. The post holder will be able to process, receipt and determine multiple types of licensing applications including all aspects of Taxi Licensing, Gambling, Miscellaneous licences and numerous aspects of Licensing Act 2003 as directed by the senior officer or manager.
3. The post holder will be able to ensure that records are accurately maintained through review checks and provide recommended amendments where required to the senior officer.
4. The post holder will be able to manage, maintain and review stocks and goods and to assist senior colleagues in carrying out stock takes.
5. The post holder will be able to contribute to ad hoc projects and to provide flexible cover across the service.
6. The post holder will be able to manage and review annual fee reports and processes, engage with finance and the compliance team.
7. The post holder will be able to adjudicate Taxi Knowledge tests, mark and cross mark test papers.
8. The post holder will be able to adjudicate Taxi Communication tests, mark and cross mark tests.

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| 9. The post holder will be able to download multiple compliance reports and monitor and review returns to outside agencies and provide regular updates to senior colleagues. |
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Grade 6 – Progression Criteria

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| 1. The post holder will be able to fulfil the broad range of duties as set out in the job description and to demonstrate that they hold the broad range of skills set out in the person specification. |
| 2. The post holder will have the prerequisite knowledge and experience to process and determine, as appropriate, all licences/consents, and to refer matters to the senior officer or manager for the relevant sub committees for determination. |
| 3. The post holder will be able to prepare and write multiple reports for submission to committee. |
| 4. The post holder will be responsible for providing a high level of customer care and be able to resolve the majority of enquiries from customers. |
| 5. The post holder will be able to provide specialist knowledge on licensing legislation, associated guidance, and procedures. |
| 6. The post holder will be able to participate in projects and to represent the service at both internal and external meetings. |
| 7. The post holder will manage administrative compliance and be able to identify contraventions and secure compliance. |
| 8. The post holder will have the ability to build, maintain and apply a relevant understanding of legislation and apply it, including an understanding of the role of other compliance partners. |
| 9. The post holder will have the ability to complete and issue complex licences. |
| 10. The post holder will hold or be working towards the Institute of Licensing Practitioners qualification. |

CAREER PROGRESSION

Appointment /progression at each stage will be dependent upon:

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| 1. Management assessment of the officer's ability to satisfactorily perform the full range of duties applicable to that level. Regard will be given Competency Framework |
| 2. The relevance of an officer's experience will be determined by the Licensing Manager with assistance from appropriate officers. |

3. The needs of the Service.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Katherine Parry
Role	Licensing Manager
Date	7 th October, 2025